



OVERVIEW

Connecting people with each other and the right information is mission-critical. Intrado, formerly West, develops innovative cloud-based technology to make it easier, more effective and more efficient to make the right connections. Our solutions put people in sync with each other and the right information, so they gain the insight needed to reach better decisions on the issues that matter most. And we do it with a laser focus on reliability.



KEY FEATURE AND DIFFERENTIATORS

- Complete UCaaS stack including contact center services – can serve as a single-vendor for simplified ordering and deployment
- Global reach (presence and infrastructure throughout Americas, EMEA, APAC)
- Experienced in highly complex deployments
- Strong Cisco and Microsoft partnerships and deep expertise in collaboration, hosted voice and contact center
- Catalogue of proprietary and partner solutions gives customers more choices and flexibility
- Ability to deploy in hybrid environments
- Enterprise Safety solutions and services that allow organizations to meet their 911 location and call routing requirements



LOCATIONS

Long Island, NY

We have significant presence throughout all regions of the US and in Canada

Operations and infrastructure throughout EMEA and APAC



SERVICE OFFERINGS

UCAAS

Simplifying technology applications for improved performance is a hallmark of our businesses. We thrive in these conditions because we know our efforts yield tangible results for everyone—from our employees to our customers and their customers. Intrado creates varied services and solutions so we can deliver results that meet your business's tailored objectives.

CCAAS

We help make your customer interactions smarter, faster and more personal. Enhance multichannel adoption, encourage self-service, improve productivity, profitability and create truly differentiated customer experiences. We help you deliver a more connected CX from customer attraction to long-term advocacy. Intrado is a strategic partner that can help you integrate industry-leading technology, layer it with intelligent data, and orchestrate every component within your CX ecosystem.



IDEAL CUSTOMER PROFILE

An ideal UCaaS opportunity:

- 25 to 5,000+ employees, users, or seats
- Fast growing (organic/M&A); multiple locations, moving or adding offices
- Disparate on-premises system
- Cloud applications deployed
- Insufficient IT capacity to meet organizational demand

An Ideal CCaaS opportunity:

- Inbound and outbound solution needs
- 2 M+ inbound calls per year
- 100K+ outbound messages per month
- Simple or complex system integration requirements
- Speech or touch-tone recognition needs
- Recognize the importance of customer experience



CUSTOMER TESTIMONIALS



QUALIFYING QUESTIONS

- Is your department spending inordinate amounts of time on managing basic communications infrastructure rather than driving strategic business initiatives?
- Where have you experienced the biggest constraints from IT staff skill gaps?
- What kinds of pressures are you getting from executive management or LOB leaders to accelerate cloud adoption? Have you experienced any transition issues to date?
- Is your business agile enough to exploit emerging market opportunities? What are the key initiatives you view as critical to increasing the efficiency of your organization over the next 6 to 18 months?
- Do you have a variety of vendor contracts coming up at different expiration dates? Are you lacking flexibility because of your multiple vendor agreements?